



DEPARTMENT OF HOMELAND SECURITY
UNITED STATES SECRET SERVICE
WASHINGTON, D.C. 20223

Freedom of Information Act & Privacy Act Program
Communications Center
245 Murray Lane, S.W., Building T-5
Washington, D.C. 20223

Date: JUL 12 2019

MuckRock
Joseph Cox
DEPT MR 50212
411A Highland Avenue
Somerville, MA 02144-2516
50212-79180825@requests.muckrock.com

File Number: 20180722

Dear Requester:

This is the final response to your Freedom of Information Act (FOIA) request, originally received by the United States Secret Service (Secret Service) on March 6, 2018, for information pertaining to all email correspondence with Grayshift from 1st January 2017 to the present.

Enclosed are documents responsive to your request. In an effort to provide you with the greatest degree of access authorized by law, we have considered this material under the FOIA statute, Title 5 U.S.C. § 552. Pursuant to this Act, exemptions have been applied where deemed appropriate. The exemptions cited are marked below.

In addition, approximately 44 page(s) were released, and approximately 0 page(s) were withheld in their entirety. An enclosure to this letter explains the exemptions in more detail.

If this box is checked, deletions were made pursuant to the exemptions indicated below.

Section 552 (FOIA)

<input type="checkbox"/> (b) (1)	<input type="checkbox"/> (b) (2)	<input type="checkbox"/> (b) (3)	Statute:	
<input type="checkbox"/> (b) (4)	<input type="checkbox"/> (b) (5)	<input checked="" type="checkbox"/> (b) (6)	<input type="checkbox"/> (b) (7) (A)	<input type="checkbox"/> (b) (7) (B)
<input checked="" type="checkbox"/> (b) (7) (C)	<input type="checkbox"/> (b) (7) (D)	<input type="checkbox"/> (b) (7) (E)	<input type="checkbox"/> (b) (7) (F)	<input type="checkbox"/> (b) (8)

The following checked item(s) also apply to your request:

Some documents originated with another government agency(s). These documents were referred to that agency(s) for review and direct response to you.

Some documents, in our files, contain information furnished to the Secret Service by another government agency(s). These documents were referred to that agency(s) for review and direct response to you.

Fees: In the processing of this FOIA request, no fees are being assessed.

Other:

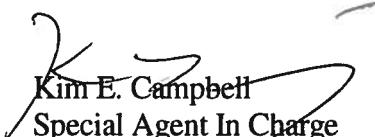
If you deem our decision an adverse determination, you may exercise your appeal rights. Should you wish to file an administrative appeal, your appeal should be made in writing and received within ninety (90) days of the date of this letter, by writing to: Freedom of Information Appeal, Deputy Director, U.S. Secret Service, Communications Center, 245 Murray Lane, S.W., Building T-5, Washington, D.C. 20223. If you choose to file an administrative appeal, please explain the basis of your appeal and reference the case number listed above.

Additionally, you have the right to seek dispute resolution services from the Office of Government Information Services (OGIS) which mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. Please note that contacting the Secret Service's FOIA Program and/or OGIS is **not** an alternative to filing an administrative appeal and **does not** stop the 90-day appeal clock. You may contact OGIS at: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001. You may also reach OGIS via e-mail at ogis@nara.gov, telephone at 202-741-5770/toll free at (877) 684-6448, or facsimile at (202) 741-5769.

If you need any further assistance, or would like to discuss any aspect of your request, please contact our FOIA Public Liaison Kevin Tyrrell, at (202) 406-6370. Alternatively, you may send an e-mail to foia@ussss.dhs.gov.

FOIA/PA File No. 20180722 is assigned to your request. Please refer to this file number in all future communication with this office.

Sincerely,


Kim E. Campbell
Special Agent In Charge
Freedom of Information Act & Privacy Act Officer

Enclosure:

FOIA and Privacy Act Exemption List

From: (b)(6);(b)(7)(C)
Sent: 1 Mar 2018 11:23:18 -0500
To: (b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

Subject: Re: FW: Demo and meeting on-site

Hi (b)(6)

Yes, 1300 works great. I will drive over that morning, so that is perfect. For the demo, I just need access to a wireless network and a projector. I can bring a projector if need be. I have a small portable one. What address should I use? I can jump on a short call today as well to discuss logistics if you like. Thanks!

(b)(6)

On 2/28/18 2:48 PM, (b)(6);(b)(7)(C) wrote:

Hi (b)(6);(b)

March 8 is fine, can we make it at 1300?

CC

From: (b)(6);(b)(7)(C)
Sent: Tuesday, February 27, 2018 9:18 PM
To: (b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

Subject: Re: FW: Demo and meeting on-site

Hi (b)(6)

I am scheduling upcoming GrayKey demos, and I wanted to see how Thursday, March 8 (next week) would work for your office. Thanks!

--
Best,

(b)(6);(b)(7)(C)

Grayshift

Direc (b)(6);(b)(7)(C)
Fax: (b)(6);(b)(7)(C)

E-mail: (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

On 2/21/18 3:21 PM, (b)(6);(b)(7)(C) wrote:

From: (b)(6);(b)(7)(C)
Sent: Wednesday, February 21, 2018 2:05 PM
To: info@greyshift.com

(b)(6);(b)(7)(C)

Subject: Demo and meeting on-site

To whom it may concern,

My name is (b)(6);(b)(7)(C) and currently assigned as the Deputy Director of the University of Alabama Joint Electronic Crimes Task Force. Our task force just participated in your webinar and was very impressed with the GreyKey capabilites. We respectfully would like to request an on-site visit to our cyber lab and have a demo and discussion on this tool. Please provide me some dates (mid-to-late March) to discuss. Please email or contact me on one of the below numbers so we can coordinate a date.

Thank you,

CC

(b)(6);(b)(7)(C)

Assistant to the Vice President

Office of Security and Dignitary Protection

Public Safety

The University of Alabama

600 Suite A

Box 870177

Tuscaloosa, AL 35401

(b)(6);(b)(7)(C)



--

Best,

(b)(6);(b)(7)(C)

Grayshift

Direct

Fax: 4

E-mail:

Web: <https://www.grayshift.com>

(b)(6);(b)(7)(C)

From: Grayshift
Sent: 1 Mar 2018 13:22:48 -0500
To: (b)(6);(b)(7)(C) [CID]
Subject: Customer account activation

Grayshift

Activate your account

Hi (b)(6);(b) you've created a new customer account at Grayshift. All you have to do is activate it and choose a password.

[Activate your account](#)

or Visit our
store

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 1 Mar 2018 18:26:56 +0000
To: (b)(6);(b)(7)(C) (CID)
Subject: Customer account confirmation

Grayshift

Welcome to Grayshift!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

If you have any questions, reply to this email or contact us at support@grayshift.com

From: (b)(6);(b)(7)(C) Support
Sent: 1 Mar 2018 18:22:57 +0000
To: (b)(6);(b)(7)(C) CID
Subject: [Grayshift] Re: New customer message on March 1, 2018 at 01:21 PM

#- Please type your reply above this line - #

Your request (469) has been updated. To add additional comments, reply to this email.

(b)(6);(b)(7)(C) (Grayshift)

Mar 1, 14:22 AST

Thank you for your interest. Your account has been approved, and you should have already received an account activation email.

(b)(6);(b)(7)(C)

Mar 1, 14:21 AST

You received a new message from your online store's contact form.

First Name: (b)(6);(b)(7)(C)
Last Name: (b)(6);(b)(7)(C)

Title: Special Agent

Phone: (b)(6);(b)(7)(C)
Email: (b)(6);(b)(7)(C)

Organization: US Secret Service

Org Address: 950 H Street NW Washington, DC 20001

Url:

(b)(6);(b)(7)(C) Hi, I'd like to be able to print out a cost proposal for Greykey to give to my bosses. Thanks,

(b)(6);(b)(7)(C)

This email is a service from Grayshift. Delivered by [Zendesk](#)

From: Grayshift
Sent: 1 Mar 2018 21:07:11 +0000
To: **Subject:** **(b)(6):(b)(7)(C)(DAL)**
GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

- Unlimited unlocks during the license term
- Continuing updates for new iOS releases

GrayKey currently supports:

- Apple iOS 9.2 through 11.2.6
- iPhone 5 through iPhone X, iPads, iPods

Please visit our website for additional details:

- Schedule a demo
- GrayKey product features
- Detailed iOS version and device support
- Ongoing news
- Purchasing instructions
- Automated quote generation

[Visit our website](#)

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931 Monroe Dr, Suite A102-340
Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: Grayshift
Sent: 1 Mar 2018 21:06:55 +0000
To: (b)(6);(b)(7)(C) (CID)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

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Visit our website

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Questions: info@grayshift.com

[Unsubscribe](#)

From: (b)(6);(b)(7)(
Sent: 1 Mar 2018 09:59:16 -0500
To: (b)(6);(b)(7)(C) [CID]
Subject: Re: Graykey

Hi (b)(1)

Thank you for coming to the demo yesterday. When we first introduced GrayKey, we communicated a 300 unlock limit for the 12 month license in an effort to differentiate between large and small accounts. However, we have removed that limitation, and a 12 month license offers unlimited unlocks. The reason for this, is because having a ceiling put us into a conversation around a "per unlock" price, which is not our business model. I hope this helps. Thanks!

--
Best,
(b)(6);(b)(7)

--
(b)(6);(b)(7)
Grayshift

Direct (b)(6);(b)(7)(C)
Fax: (b)(6);(b)(7)(C)
E-mail (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

On 3/1/18 8:46 AM, (b)(6);(b)(7)(C) (CID) wrote:
(b)(6);(b)(7)

>
> I met you yesterday out in Fairfax. I'm hearing some rumors that the 12 month license is limited to 300 phones. Is this correct? Thanks,
>
> (b)(6);(b)(7)(C)
>
> Sent from my iPhone
>
> All e-mail to/from this account is subject to official review and is for official use only. Action may be taken in response to any inappropriate use of the Secret Service's e-mail system. This e-mail may contain information that is privileged, law enforcement sensitive, or subject to other disclosure limitations. Such information is loaned to you and should not be further disseminated without the permission of the Secret Service. If you have received this e-mail in error, do not keep, use, disclose, or copy it; notify the sender immediately and delete it.

From: Grayshift
Sent: 1 Mar 2018 21:07:05 +0000
To: (b)(6);(b)(7)(C) CID
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

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- Automated quote generation

[Visit our website](#)

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Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: (b)(6);(b)(7)(C) Support
Sent: 13 Feb 2018 19:56:36 +0000
To: (b)(6);(b)(7)(C) (CID)
Subject: [Grayshift] Re: New customer message on February 13, 2018 at 02:55 PM

#- Please type your reply above this line -#

Your request (312) has been updated. To add additional comments, reply to this email.

(b)(6);(b)(7)(C) (Grayshift)

Feb 13, 15:56 AST

Thank you for your interest. Your account has been approved, and you should have already received an account activation email.

(b)(6);(b)(7)(C)

Feb 13, 15:55 AST

You received a new message from your online store's contact form.

First Name (b)(6);(b)(7)
Last Name (C)

Title: NIFA/ Electronic Crimes Task Force

Phone (b)(6);(b)(7)(C)
Email

Organization: U.S. Secret Service

Org Address: 1700 Montgomery St #300 San Francisco, CA 94111

Url: <https://www.secretservice.gov/>

Body: Requesting an account/additional information for our field office

This email is a service from Grayshift. Delivered by [Zendesk](#)

From: (b)(6);(b)(7)
Sent: 15 Feb 2018 09:41:47 -0700
Subject: GrayKey Introduction and Demonstration

Thank you for your interest in GrayKey. We are excited about the launch and as we have been preparing to release, we have been giving regular demonstrations in person and more recently via WebEx.

I would like to invite you to join me for an introduction of Grayshift and our GrayKey technology via WebEx that I am giving next week. Following a few slides, I will move into a demonstration of GrayKey using an exemplar iOS device. During the WebEx, you will be able to see the unit as well as the view of how it works from the user interface.

During this demo, we ask that it be limited to Government end-users or Contractors that work onsite. We are not ready to demonstrate this capability to the private sector as of yet. Thank you for helping us with this. To register for the demo, please follow the link below. I look forward to a productive and informative meeting.

If you have any questions at all, feel free to reach out. If an in-person demo is more appropriate for your organization, we are happy to discuss. Thank you!

GrayKey Intro and Demonstration

Wednesday, February 21, 2018
1:30 pm | Eastern Standard Time (New York, GMT-05:00) | 1 hr

Register

After your request has been approved, you'll receive instructions for joining the meeting.

Need help? Go to <http://help.webex.com>.

--
Best,

(b)(6);(b)(7)(C)

Grayshift

E-mail (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

From: Grayshift
Sent: 13 Feb 2018 19:58:32 +0000
To: (b)(6);(b)(7)(C) E (CID)
Subject: Customer account confirmation

Grayshift

Welcome to Grayshift!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 13 Feb 2018 14:56:29 -0500
To: **(b)(6);(b)(7)(C)** (CID)
Subject: Customer account activation

Grayshift

Activate your account

Hi **(b)(6);(b)(7)(C)** you've created a new customer account at Grayshift. All you have to do is activate it and choose a password.

[Activate your account](#)

or Visit our
store

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 1 Mar 2018 21:07:00 +0000
To: (b)(6);(b)(7)(C) (NCF)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
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Please visit our website for additional details:

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- GrayKey product features
- Detailed iOS version and device support
- Ongoing news
- Purchasing instructions
- Automated quote generation

[Visit our website](#)

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931 Monroe Dr, Suite A102-340
Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: Grayshift
Sent: 13 Feb 2018 19:51:42 +0000
To: (b)(6);(b)(7)(C);ID
Subject: Customer account confirmation

Grayshift

Welcome to Grayshift!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

If you have any questions, reply to this email or contact us at support@grayshift.com

From: (b)(6);(b)(7)(C)
Sent: 15 Feb 2018 09:41:47 -0700
Subject: GrayKey Introduction and Demonstration

Thank you for your interest in GrayKey. We are excited about the launch and as we have been preparing to release, we have been giving regular demonstrations in person and more recently via WebEx.

I would like to invite you to join me for an introduction of Grayshift and our GrayKey technology via WebEx that I am giving next week. Following a few slides, I will move into a demonstration of GrayKey using an exemplar iOS device. During the WebEx, you will be able to see the unit as well as the view of how it works from the user interface.

During this demo, we ask that it be limited to Government end-users or Contractors that work onsite. We are not ready to demonstrate this capability to the private sector as of yet. Thank you for helping us with this. To register for the demo, please follow the link below. I look forward to a productive and informative meeting.

If you have any questions at all, feel free to reach out. If an in-person demo is more appropriate for your organization, we are happy to discuss. Thank you!

GrayKey Intro and Demonstration

Wednesday, February 21, 2018
1:30 pm | Eastern Standard Time (New York, GMT-05:00) | 1 hr

Register

After your request has been approved, you'll receive instructions for joining the meeting.

Need help? Go to <http://help.webex.com>.

--

Best,

(b)(6);(b)(7)(C)

Grayshift

E-mail: (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

From: (b)(6);(b)(7)(C)
Sent: 16 Feb 2018 22:55:35 +0000
To: (b)(6);(b)(7)(C) (CID)
Subject: Registration approved for WebEx meeting: GrayKey Intro and Demonstration
Attachments: WebEx_Meeting.ics
Importance: Normal

Hi, (b)(6);(b)(7)(C)

Your registration for this WebEx meeting has been approved.

GrayKey Intro and Demonstration

Wednesday, February 21, 2018

1:30 pm | Eastern Standard Time (New York, GMT-05:00) | 1 hr

Meeting number (access code) (b)(6);(b)(7)(C)

Meeting password: XcTiPAjm

Add to Calendar

When it's time, join the meeting.

Join from a video system or application

Dial (b)(6);(b)(7)(C)

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

+1-510-338-9438 USA Toll

Global call-in numbers

Can't join the meeting?

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

From: Grayshift
Sent: 21 Feb 2018 15:56:11 -0500
To: (b)(6);(b)(7)(C)(HOU)
Subject: Customer account activation

Grayshift

Activate your account

Hi (b)(6);(you've created a new customer account at Grayshift. All you have to do is activate it and choose a password.

[Activate your account](#)

or Visit our
store

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 21 Feb 2018 20:59:29 +0000
To: **Customer account confirmation**
Subject: **Customer account confirmation**

Grayshift

Welcome to Grayshift!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 13 Feb 2018 14:50:00 -0500
To: (b)(6);(b)(7)(
Subject: Customer account activation

Grayshift

Activate your account

Hi (b)(6); you've created a new customer account at Grayshift. All you have to do is activate it and choose a password.

[Activate your account](#)

or Visit our
store

If you have any questions, reply to this email or contact us at support@grayshift.com

From: (b)(6);(b)(7)(
Sent: 1 Mar 2018 11:23:18 -0500
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: Re: FW: Demo and meeting on-site

Hi (b)(6);

Yes, 1300 works great. I will drive over that morning, so that is perfect. For the demo, I just need access to a wireless network and a projector. I can bring a projector if need be. I have a small portable one. What address should I use? I can jump on a short call today as well to discuss logistics if you like. Thanks!

(b)(6);(

On 2/28/18 2:48 PM, (b)(6);(b)(7)(I wrote:

Hi (b)(6);(b

March 8 is fine, can we make it at 1300?

CC

From: (b)(6);(b)(7)(C) @grayshift.com]
Sent: Tuesday, February 27, 2018 9:18 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: Re: FW: Demo and meeting on-site

Hi (b)(6);(

I am scheduling upcoming GrayKey demos, and I wanted to see how Thursday, March 8 (next week) would work for your office. Thanks!

--
Best,

(b)(6);(b)(7)(C)

Grayshift

Direct: (b)(6);(b)(7)(C)
Fax: 4

E-mail: (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

On 2/21/18 3:21 PM, (b)(6);(b)(7)(C) wrote:

From:(b)(6);(b)(7)(C)
Sent: Wednesday, February 21, 2018 2:05 PM
To: info@greyshift.com

(b)(6);(b)(7)(C)

Subject: Demo and meeting on-site

To whom it may concern,

My name is (b)(6);(b)(7)(C) and currently assigned as the Deputy Director of the University of Alabama Joint Electronic Crimes Task Force. Our task force just participated in your webinar and was very impressed with the GreyKey capabilites. We respectfully would like to request an on-site visit to our cyber lab and have a demo and discussion on this tool. Please provide me some dates (mid-to-late March) to discuss. Please email or contact me on one of the below numbers so we can coordinate a date.

Thank you,

CC

(b)(6);(b)(7)(C)

Assistant to the Vice President

Office of Security and Dignitary Protection

Public Safety

The University of Alabama

600 Suite A

Box 870177

Tuscaloosa, AL 35401

(b)(6);(b)(7)(C)



--

Best,

(b)(6);(b)(7)(C)

Grayshift

Direct

Fax:

E-mail

Web: <https://www.grayshift.com>

(b)(6);(b)(7)(C)

From: Grayshift
Sent: 1 Mar 2018 21:06:42 +0000
To: (b)(6);(b)(7)(C)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

- Unlimited unlocks during the license term.
- Continuing updates for new iOS releases.

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- Apple iOS 9.2 through 11.2.6
- iPhone 5 through iPhone X, iPads, iPods.

Please visit our website for additional details:

- Schedule a demo
- GrayKey product features
- Detailed iOS version and device support
- Ongoing news
- Purchasing instructions
- Automated quote generation

[Visit our website](#)

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Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: Grayshift
Sent: 1 Mar 2018 21:07:12 +0000
To: (h)(6)·(h)(7)(C)
(CID)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

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- Automated quote generation

[Visit our website](#)

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Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: Grayshift
Sent: 30 Jan 2018 16:20:01 -0500
To: (b)(6);(b)(7)(C) [DAL]
Subject: Customer account activation

Grayshift

Activate your account

Hi (b)(6) you've created a new customer account at Grayshift. All you have to do is activate it and choose a password.

[Activate your account](#)

or Visit our
store

If you have any questions, reply to this email or contact us at support@grayshift.com

From: Grayshift
Sent: 31 Jan 2018 14:22:47 +0000
To: (b)(6);(b)(7)(C) DAL
Subject: Customer account confirmation

Grayshift

Welcome to Grayshift!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

If you have any questions, reply to this email or contact us at support@grayshift.com

From: (b)(6);(b)(7)(C) Support
Sent: 30 Jan 2018 21:20:10 +0000
To: (b)(6);(b)(7)(C) (DAL)
Subject: [Grayshift] Re: New customer message on January 30, 2018 at 04:07 PM

#- Please type your reply above this line -#

Your request (108) has been updated. To add additional comments, reply to this email.

(b)(6);(b)(7)(C) (Grayshift)

Jan 30, 17:20 AST

Thank you for your interest. Your account has been approved, and you should have already received an account activation email.

(b)(6);(b)(7)(C)

Jan 30, 17:07 AST

You received a new message from your online store's contact form.

First Name: (b)(6);(b)(7)

Last Name: (C)

Title: Special Agent

Phone:

Email:

(b)(6);(b)(7)(C)

Organization: U.S. Secret Service

Org Address: 125 E. John Carpenter Fwy., Irving, TX

Url:

Body: I am a computer forensic and cell phone examiner. I am interested in your products to unlock cell phones.

This email is a service from Grayshift. Delivered by [Zendesk](#)

From: (b)(6);(b)(7)(C)(Support)
Sent: 21 Feb 2018 20:56:17 +0000
To: (b)(6);(b)(7)(C)(HOU)
Subject: [Grayshift] Re: New customer message on February 21, 2018 at 03:55 PM

##- Please type your reply above this line -##

Your request (388) has been updated. To add additional comments, reply to this email.

(b)(6);(b)(7)(C) (Grayshift)

Feb 21, 16:56 AST

Thank you for your interest. Your account has been approved, and you should have already received an account activation email.

(b)(6);(b)(7)(C)

Feb 21, 16:55 AST

You received a new message from your online store's contact form.

First Name: (b)(6);(b)
Last Name: (b)(7)(C)

Title: Senior Special Agent

Phone: (b)(6);(b)(7)(C)
Email: (b)(6);(b)(7)(C)

Organization: U.S. Secret Service

Org Address: 1801 Allen Parkway #200

Url: <http://www.secretservice.gov>

Body: I have heard about your product and would like to see your webinar.

This email is a service from Grayshift. Delivered by [Zendesk](#)

From: **(b)(6);(b)(7)(C)**
Sent: 22 Feb 2018 18:01:54 +0000
To: **(b)(6);(b)(7)(C)**
Subject: Registration approved for WebEx meeting: GrayKey Intro and Demonstration
Attachments: WebEx_Meeting.ics
Importance: Normal

Hi, **(b)(6);(b)(7)(C)**

Your registration for this WebEx meeting has been approved.

GrayKey Intro and Demonstration

Wednesday, March 7, 2018

1:30 pm | Eastern Standard Time (New York, GMT-05:00) | 1 hr 30 mins

Meeting number (access code): **(b)(6);(b)(7)(C)**

Meeting password: **(b)(6);(b)(7)**

Add to Calendar

When it's time, join the meeting.

Join from a video system or application

Dial **(b)(6);(b)(7)(C)**

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

+1-510-338-9438 USA Toll

Global call-in numbers

Can't join the meeting?

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

From: (b)(6);(b)(7)
Sent: 26 Feb 2018 08:34:32 -0500
Subject: GrayKey Introduction and Demonstration

Thank you for your interest in GrayKey. We are excited about the launch and as we have been preparing to release, we have been giving regular demonstrations in person and more recently via WebEx.

I would like to invite you to join me for an introduction of Grayshift and our GrayKey technology via WebEx that I am giving next week. Following a few slides, I will move into a demonstration of GrayKey using an exemplar iOS device. During the WebEx, you will be able to see the unit as well as the view of how it works from the user interface.

During this demo, we ask that it be limited to Government end-users or Contractors that work onsite. We are not ready to demonstrate this capability to the private sector as of yet. Thank you for helping us with this. To register for the demo, please follow the link below. I look forward to a productive and informative meeting.

If you have any questions at all, feel free to reach out. If an in-person demo is more appropriate for your organization, we are happy to discuss. Thank you!

GrayKey Intro and Demonstration

Wednesday, March 7, 2018

1:30 pm | Eastern Standard Time (New York, GMT-05:00) | 1 hr 30 mins

Register

After your request has been approved, you'll receive instructions for joining the meeting.

Need help? Go to <http://help.webex.com>.

--
Best,

(b)(6);(b)(7)(C)

Grayshift

E-mail: (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

From: (b)(6);(b)(7)(C)
Sent: 27 Feb 2018 22:18:10 -0500
To: (b)(6);(b)(7)(C)
Cc:
Subject: Re: FW: Demo and meeting on-site

Hi (b)(6);(b)(7)(C)

I am scheduling upcoming GrayKey demos, and I wanted to see how Thursday, March 8 (next week) would work for your office. Thanks!

--

Best,

(b)(6);(b)(7)(C)

Grayshift

Direc (b)(6);(b)(7)(C)
Fax: (b)(6);(b)(7)(C)
E-mail (b)(6);(b)(7)(C)
Web: <https://www.grayshift.com>

On 2/21/18 3:21 PM, (b)(6);(b)(7)(C) wrote:

From: (b)(6);(b)(7)(C)
Sent: Wednesday, February 21, 2018 2:05 PM
To: info@greyshift.com

(b)(6);(b)(7)(C)

Subject: Demo and meeting on-site

To whom it may concern,

My name is (b)(6);(b)(7)(C) and currently assigned as the Deputy Director of the University of Alabama Joint Electronic Crimes Task Force. Our task force just participated in your webinar and was very impressed with the GreyKey capabilites. We respectfully would like to request an on-site visit to our cyber lab and have a demo and discussion on this tool. Please provide me some dates (mid-to-late March) to discuss. Please email or contact me on one of the below numbers so we can coordinate a date.

Thank you,

From: Grayshift
Sent: 1 Mar 2018 21:07:09 +0000
To: (b)(6)-(b)(7)(C) (ORL)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

- Unlimited unlocks during the license term
- Continuing updates for new iOS releases

GrayKey currently supports:

- Apple iOS 9.2 through 11.2.6
- iPhone 5 through iPhone X, iPads, iPods

Please visit our website for additional details:

- Schedule a demo
- GrayKey product features
- Detailed iOS version and device support
- Ongoing news
- Purchasing instructions
- Automated quote generation

Visit our website

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931 Monroe Dr, Suite A102-340
Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: Grayshift
Sent: 1 Mar 2018 21:06:39 +0000
To: (b)(6);(b)(7)(C) (ORL)
Subject: GrayKey Available Now

GrayKey Available Now!

GrayKey is now available for immediate purchase!
All pre-orders will begin shipping on March 5.
All new orders will begin shipping on March 12.

GrayKey's annual license includes:

- Unlimited unlocks during the license term
- Continuing updates for new iOS releases

GrayKey currently supports:

- Apple iOS 9.2 through 11.2.6
- iPhone 5 through iPhone X, iPads, iPods

Please visit our website for additional details:

- Schedule a demo
- GrayKey product features
- Detailed iOS version and device support
- Ongoing news
- Purchasing instructions
- Automated quote generation

[Visit our website](#)

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931 Monroe Dr, Suite A102-340
Atlanta, GA 30308
Questions: info@grayshift.com

[Unsubscribe](#)

From: (b)(6);(b)(7)
Sent: 1 Feb 2018 21:15:52 -0500
Subject: GrayKey Introduction and Demonstration

Thank you for your interest in GrayKey. We are excited about the launch and as we have been preparing to release, we have been giving regular demonstrations in person and more recently via WebEx.

I would like to invite you to join me for an introduction of Grayshift and our GrayKey technology via WebEx that I am giving next week. Following a few slides, I will move into a demonstration of GrayKey using an exemplar iOS device. During the WebEx, you will be able to see the unit as well as the view of how it works from the user interface.

During this demo, we ask that it be limited to Government end-users or Contractors that work onsite. We are not ready to demonstrate this capability to the private sector as of yet. Thank you for helping us with this. To register for the demo, please follow the link below. I look forward to a productive and informative meeting.

If you have any questions at all, feel free to reach out. If an in-person demo is more appropriate for your organization, we are happy to discuss. Thank you!

GrayKey Introduction and Demo

Wednesday, February 7, 2018

10:30 am | Eastern Standard Time (New York, GMT-05:00) | 1 hr 30 mins

Register

After your request has been approved, you'll receive instructions for joining the meeting. If you already registered for this meeting, you do not need to register again.

Need help? Go to <http://help.webex.com>.

--

Best,

(b)(6);(b)(7)(C)

Grayshift

Direc

Fax:

E-mai

Web: <https://www.grayshift.com>

(b)(6);(b)(7)(C)